NOVA SCOTIA
NOUVELLE-ÉCOSSE

Labour and Advanced Education
Travail et Éducation postsecondaire

NOVA SCOTIA
NOUVELLE-ÉCOSSE

Office of Immigration
Office de l'immigration

Nova Scotia
Advisory Council on
the Status of Women

Conseil consultatif sur la
condition féminine de la
Nouvelle-Écosse

Labour and Advanced Education
Office of Immigration
Advisory Council on the Status of Women

2013–2014 French-language Services Plan

May 30, 2013

2013–2014 French-language Services Plan
Labour and Advanced Education

Message from the Deputy Minister

We are pleased to present the 2013–2014 French-language Services Plan for the Department of Labour and Advanced Education (LAE). This plan supports the overall goals of the department as well as our responsibilities under the French-language Services Act and Regulations.

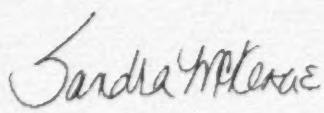
Our department covers several important areas that directly impact the lives of Nova Scotians. The department works to protect the public and maintain and grow a safe and prosperous workforce in Nova Scotia with a strong focus on safety, skill development, regulation, education and building partnerships.

This plan outlines our efforts to make our department's services and programs more accessible to Nova Scotia's Acadian and francophone community. Building on the work laid out in previous reports, in 2013–2014 we look forward to ongoing collaboration with Acadian Affairs as well as our valued partners in the Acadian and francophone community to further enhance our ability to deliver services in French.

We will continue to look for opportunities to make our public consultations more accessible to the francophone community. We will also continue to provide staff with learning tools and resources to enhance their own French-language skills. Supporting lifelong learning is a priority for our department. Many of our Adult Education programs are offered in French and we are looking to expand our efforts further. In addition, we will continue to work directly with the Acadian and francophone community to address issues such as skills shortages and attracting and retaining francophone immigrants.

French-language components will also be further integrated into more aspects of the programs delivered by the Status of Women including the developing of bilingual print materials and online resources.

Our department has a key role to play in keeping our communities safe and providing training and skills to individuals across the province. This plan helps us ensure that these services are accessible and available for all Nova Scotians.



Sandra McKenzie, Deputy Minister
Labour and Advanced Education

1. Responses to French Requests (Written and Oral)

The department will continue to respond in a timely manner to written and verbal requests from the public for French-language services. Some staff answer the telephone in both English and French (Hello / Bonjour). We have bilingual staff throughout the province willing and able to provide service in French, and an increasing number of staff provide services in French on a regular basis. In the Office of Immigration, the *Bonjour!* sign offering services in both official languages is prominently displayed in the reception area and bilingual staff are encouraged to wear the *Bonjour!* pin to indicate their bilingual capacity. Staff members who receive requests beyond their capacity to provide a response in French have been instructed to contact French-speaking staff members for help.

Some of the Chairs or Deputy Chairs of our boards can conduct hearings in French. Also, if applicants or witnesses need a French interpreter, that is provided free of charge. In addition, the Conciliation and Labour Tribunals Division has an agreement in place with New Brunswick for conciliation in French where workplace parties request it.

Publications can be translated upon the request of the originating division.

2. French-language Services Coordinator

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3. French-language Services Inventory

An inventory of services, publications, and training in French at Labour and Advanced Education as of April 1, 2013 is provided below in Table 1.

Table 1: French-language Services Inventory as of April 1, 2013
Labour and Advanced Education, the Office of Immigration and the Advisory Council on the Status of Women

Services	Publications	Training	Other
The **Bonjour!** Program has been implemented. Several divisions of the department are able to provide bilingual services: • hearings can be conducted in French • francophone conciliators can be accessed through an agreement with New Brunswick • bilingual staff located around the province assist clients who want to communicate in French • some toll-free services are available in French Programs for unemployed older workers in the Acadian Community have been supported. The Acadian Community is served by a designated bilingual Adult Education Coordinator. Adults can obtain their High School diploma in French, as well as participate in other programs which aim to improve literacy and essential skills in French. The Adult Learning Program curricula is continuously being developed for the Acadian and francophone community. Ability for callers to the Occupational Health and Safety (OHS) Division to receive and leave voice messages in French. OHS Division provides inspection reports and orders in French upon request. The Labour Market Programs Support System (LaMPSS) implementation products support the delivery of services in both languages where applicable. Workplace Education and Training Initiatives is conducting a provincial needs assessment with Acadian business to assess and then address essential skills and HR issues.	The **Bonjour!** button is on our departmental website. It links to various presentations, publications, and internet postings that are in both French and English. Announcements or press releases have been done in French. Many publications have been translated into French. Employment Nova Scotia (ENS) programs descriptions and guidelines are available in French and English on the web site.	French-language training is available to staff members. For those who have expressed an interest in the training, every effort is made to enroll them. However, requests for training are supported where operational requirements permit. All staff directly involved with the Acadian and francophone community are encouraged to seek out French-language training as part of their current training plan. Some French language training is available for 3rd party service provider organizations. Training for 3rd party providers in the LaMPSS system is available in French. ENS START program materials are available in French on the web site.	The Labour Market Agreement (LMA) and the Labour Market Development Agreement (LMDA) programming is available in both languages. The LMDA requires that certain key Acadian communities have French speaking staff. ENS is engaged in a process that includes adapting and translating forms and documents as well as recruiting French-speaking staff to assist us in that endeavor. ENS trade show signage is available in both French and English. Employment Nova Scotia funds the Acadian-Francophone Employability Table (RAIE) that advises government on matters of labour market development for Acadian Nova Scotians and communities. Several LAE bilingual staff actively participate in this committee. Status of Women co-hosts the Atlantic Cybersafe Girl website in French and English, and will continue work to update the site with bilingual resources to address online safety for girls. Status of Women engagement with the Acadian and francophone community to address violence against women in Nova Scotia is ongoing. Status of Women hosts the Atlantic Ministers meeting Responsible for the Status of Women. Press releases for the meetings are available in French and English.

Table 2: Progress in Reaching Goals and Objectives for 2012–2013
Labour and Advanced Education

Progress achieved in French-language services development and delivery is presented according to the specific objectives identified in the Nova Scotia Strategic Plan for French-language Services for 2009–2013.

Objectives	Expected Results: 2009–2013 French-language Services Strategic Plan	Goals and Objectives 2012–2013	Planned Measures 2012–2013	Progress in Reaching Goals and Objectives for 2012–2013
Objective 1 – Framework and Policy Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act.	**1.1 Administrative and Policy Framework** Acadian Affairs and its Minister fulfill their obligations pursuant to the French-language Services Act and Regulations.	To support and work with the Division of Acadian Affairs (DAA) on expanding and improving French-language services (FLS) provided by LAE.	1. Ensure representation on the FLS Coordinating Committee and its sub-committees. 2. Contribute to the Government's annual progress report on FLS. 3. Implement this plan.	1. Representation maintained on the FLS Coordinating Committee. 2. Contributed to the Government's annual progress report on FLS. 3. The plan for 2012–2013 was implemented.
	1.2 Institutional Responsibilities Designated public institutions better fulfill their obligations pursuant to the French-language Services Act and Regulations.	To develop and implement internal policies related to the provision of services in the French-language.	Continue to review internal policies to identify areas where changes are required in order to allow for delivery of services in French and develop or adapt policies as required.	Not done.
Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas.	**2.1 Consultations** Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.	To work closely with DAA and the Acadian and francophone community to develop and implement active FLS.	1. Include a French-language component in at least two public consultations	1. Consultation documents were available in French to invite Acadian and francophone partners to a consultation to discuss the ENS Transformation initiative. An invitation was sent to Acadian and francophone partners to obtain their feedback. There was also an opportunity to submit comments in French through an online survey. ENS External Service Providers (ESP) were invited to an information session to discuss Transformation. The invitation for the French ESP was sent in French even if the session was only in English.

Objectives	Expected Results: 2009–2013 French-language Services Strategic Plan	Goals and Objectives 2012–2013	Planned Measures 2012–2013	Progress in Reaching Goals and Objectives for 2012–2013
			2. Maintain ongoing dialogue and nurture relationships with Acadian and francophone community organizations to identify needs and priorities.	2. Ongoing dialogue with the Fédération acadienne de la Nouvelle-Écosse (FANE) on priorities and opportunities to improve FLS. Engagement and consultation of Acadian and francophone community partners in development of adult literacy, skill development and workplace education programs.
			3. Strategies to increase partnerships between Acadian and francophone community and the department.	3. Employment Nova Scotia funds the Acadian-Francophone Employability Table that advises government on matters of labour market development for Acadian and francophone Nova Scotians and communities. Several LAE staff actively participate in this table. A staff member of Nova Scotia Office of Immigration (NSOI) is also a member of Réseau en Immigration francophone de la Nouvelle-Écosse. In collaboration with this network, NSOI has begun to implement actions proposed in the Marketing and Recruitment Plan for French-Speaking Immigrants in Nova Scotia e.g., international recruitment mission, and working with the Canadian Embassy in Mexico.
			4. Work with the Acadian and francophone community on specific issues such as skill shortages and needs for immigrants.	4. ENS works closely with External Service Providers who serve the Acadian and francophone population such as Direction-Emploi located in Halifax and Service à l'emploi in Clare and Argyle.
			5. Collaborate with Citizenship and Immigration Canada to support immigration in francophone minority communities.	5. Ongoing collaboration with Citizenship and Immigration Canada to support immigration in francophone minority communities.
			6. Maintain a bilingual Nominee Officer position within the Office of Immigration.	6. Maintained bilingual Nominee Officer position within the NSOI.

Objectives	Expected Results: 2009–2013 French-language Services Strategic Plan	Goals and Objectives 2012–2013	Planned Measures 2012–2013	Progress in Reaching Goals and Objectives for 2012–2013
			7. Work with NS employers to help with their need to hire French-speaking temporary foreign workers.	7. Various initiatives in support of francophone immigration to Acadian and francophone regions of the province.
	2.2 Internal Communications Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services. They are more sensitive to cultural issues pertaining to the Acadian and francophone community and more aware of the requirements to communicate in French; they promote services in French to the public.	To increase employee awareness of the provincial government's commitment to provide FLS and promote interest and involvement in service delivery.	1. Design and implement an internal campaign to promote awareness of the FLS initiative (i.e. make presentations to senior management and staff on the initiative and the departmental plan).	1. The French-language services coordinator has met with staff and senior management in LAE divisions and branches to discuss French-language service in order to develop the FLS plan.
			2. Maintain the Intranet page about the FLS plan.	2. LAE Intranet has a section about French-language services which needs to be maintained regularly.
			3. Prominently display the ***Bonjour!*** sign offering services in both official languages where such service is available.	3. The ***Bonjour!*** sign offering services in both official languages is displayed in all areas where such service is available.
			4. Encourage staff to attend information session on social and cultural issues pertaining to Acadian and francophone community	4. Staff were informed of encouraged to attend *Acadie at a Glance*, DAA's workshop designed to help public servants better understand the provincial governments commitment to FLS.
				5. Staff who work with the Acadian and francophone community regularly update colleagues and management on progress of specific projects as well as successes and challenges in delivery of programs and services in French.

Objectives	Expected Results: 2009–2013 French-language Services Strategic Plan	Goals and Objectives 2012–2013	Planned Measures 2012–2013	Progress in Reaching Goals and Objectives for 2012–2013
	2.3 Communications with the Public Key stakeholders and the community better understand the approach being taken by the government to provide French-language services and they are more aware of the programs and services available to them.	To take part in the DAA and FANE's social marketing campaign to promote use of FLS.	1. Implement an external communications plan to promote services in French, including the ***Bonjour!*** program.	1. Not done.
			2. Maintain the department's French websites.	2. Maintaining and increasing French content on the department's website is an ongoing priority. The ENS web site features a toggle to access pages in French which provide descriptions of programs and services available in French and access to French guidelines and documents. The French site is updated when there are changes or new programs or documents are available. Status of Women maintains two bilingual websites: the NS Domestic Violence Resource Centre, and the Cybersafe Girl website. The NSOI maintains a French site which includes information on programs and services available to immigrants and employers as well as information about living, working and studying in Nova Scotia with specific reference to the Acadian and francophone community.

Objectives	Expected Results: 2009–2013 French-language Services Strategic Plan	Goals and Objectives 2012–2013	Planned Measures 2012–2013	Progress in Reaching Goals and Objectives for 2012–2013
			3. Conduct information sessions and offer presentations in French to interested stakeholders, and liaise with community partners and media, to raise awareness about the departments' programs and services.	3. Staff members who provide FLS regularly conduct information sessions and make presentations in French about the departments programs and services to key stakeholders and community partners. Representation at forums and events (e.g., economic development forum and immigration forum of Conseil de développement économique de la Nouvelle-Écosse (CDENE), AGM of FANE) provided staff with opportunities to liaise with community partners and the media and increase visibility of the department's programs and services. ENS Program Officers deliver presentations in French upon request to explain the programs or introduce a new program such as START.
			4. Issue communiqués in French to the media as appropriate.	4. LAE released 12 communiqués in French for publication on the provinces website and in French media. French ads were posted in Le Courrier de la Nouvelle-Écosse for the call for proposal for the Targeted Initiative for Older Workers (TIOW) to encourage Acadian and francophones to send an application to start a TIOW program.
			5. Translate and publish documents in French.	5. LAE staff submitted many documents to be translated and published or posted on the website in French.

Objectives	Expected Results: 2009–2013 French-language Services Strategic Plan	Goals and Objectives 2012–2013	Planned Measures 2012–2013	Progress in Reaching Goals and Objectives for 2012–2013
	2.4 Service Delivery Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered.	To examine the level of services in French and the capacity for offering services, identify the priority areas and monitor progress.	1. Refine or develop approaches, programs, and strategies for planning and delivering FLS in priority areas.	1. A) Adult Education collaborated with Équipe alphabétisation Nouvelle-Écosse (EANE) in the development/piloting of a new French-language skill development program which employs a community engagement, multi-service approach to improve literacy, skills and employment outcomes for adults in Acadian regions. Outputs include transferable methods, French-language evaluation/skill development tools and resources. B) Translation of HR Toolkit – web-based information and tools to help small and medium sized-employers find, keep and develop valued employees. C) Marketing and Recruitment Plan for French-Speaking Immigrants in Nova Scotia. Strategic partnership between NSOI and Réseau en Immigration francophone de la Nouvelle-Écosse. D) Bilingual program officers work closely with francophone External Service Providers and ensure that they receive documents and materials in French. Bilingual Programs Officers are identified on the staff directory for all Regional Employment Nova Scotia offices throughout the Province. E) Curriculum development-in collaboration with Université Sainte-Anne, piloting of Français IV (developed in 2011–12) for the French HS diploma program.
			2. Ensure that LMA and LMDA programming continues to be available in both French and English.	2. LMA and LMDA programming continues to be available in French and English. ENS evaluates requests for funding in French from the Acadian and francophone community for projects that contribute to better employability in the community.

Objectives	Expected Results: 2009–2013 French-language Services Strategic Plan	Goals and Objectives 2012–2013	Planned Measures 2012–2013	Progress in Reaching Goals and Objectives for 2012–2013
			3. Examine the need for and the level of services in French and the capacity for offering services and identify the priority areas	3. Critical assessment of need and capacity to deliver FLS in priority areas is underway in several divisions.
			4. Status of Women to host the Federal/Provincial/ Territorial Ministers Responsible for the Status of Women in May 2012. All sessions will be available in both French and English.	4. Status of Women successfully co-hosted the Federal/Provincial/ Territorial Ministers responsible for the Status of Women in May 2012, with support from the Canadian Intergovernmental Conference Secretariat (CICS) providing translation services before and during the meetings. 5. Status of Women has begun work to translate the NS Domestic Violence Resource Centre, and has supported the development and launch of the bilingual Cybersafe Girl website with the Atlantic Status of Women offices.

Objectives	Expected Results: 2009–2013 French-language Services Strategic Plan	Goals and Objectives 2012–2013	Planned Measures 2012–2013	Progress in Reaching Goals and Objectives for 2012–2013
	2.5 Human Resources The capacity of the Public Service to provide services in French has increased.	To continue to build departmental capacity to provide service in French through employee training in the French language.	1. Provide staff with opportunities, learning tools, resources, and recognition for French-language skills development and service delivery.	1. The FLS coordinator provided LAE staff with information on French courses and ***Bonjour!*** Program materials. Translation services are available to all LAE divisions and branches. This year, two of three provincial ***Bonjour!*** Award for Excellence in French language services recipients were staff of LAE.
			2. Build capacity through French-language training.	2. During 2012–2013, 21 staff members of LAE participated in French-language training in Halifax, Sydney, Truro and Tusket.
			3. Maintain a bilingual Nominee Officer position within the Office of Immigration.	3. Maintained the bilingual Nominee Officer Position within the Office of Immigration.
			4. Co-Chair bilingual meetings of the Federal-Provincial-Territorial (FPT) Forum of Ministers and Senior Officials Responsible for the Status of Women in Nova Scotia in September 2011, and May 2012.	4. Status of Women successfully co-chaired the bilingual Senior Officials FPT meeting in September 2011, and the Forum of Ministers in May 2012.
			5. Affirmative staffing actions to ensure that French-language service is maintained or increased.	5. Staffing actions include the Office of Immigration posting for Acting Director and Program Officer which included "French is an asset" in the job description.

Objectives	Expected Results: 2009–2013 French-language Services Strategic Plan	Goals and Objectives 2012–2013	Planned Measures 2012–2013	Progress in Reaching Goals and Objectives for 2012–2013
Objective 3 – Community Development and Capacity-Building Support the Acadian and francophone community in its long-term development and sustainability	**3.1 Preservation and Growth of the Community** Government has helped Acadian and francophone community organizations realize objectives expressed in the community's Comprehensive Development Plan 2009-2014.	To support community, cultural, and economic initiatives that meet the need of the Acadian and francophone community	1. Fund programs that contribute to skill development/employability of francophone adults, and contribute to cultural, economic vitality of Acadian communities.	1. A) See 2.4 Service Delivery-1. A) integrated skill development program (funded in part by Canada/NS agreement on French-language Services). B) Provided provincial funding to Publie-le, a French family literacy program which engages families in a book writing and publishing project. In partnership with Fédération des parents acadiens de la Nouvelle-Écosse (FPANE) and the Conseil scolaire acadien provincial (CSAP). C) Provided LMA funding to a French-language Link-CCA program, delivered by Université Sainte-Anne in 5 regions. This program addresses the skill shortage in bilingual Continuing Care Assistants (CCAs) in continuing care facilities in Acadian communities.
			2. Support community immigration related initiatives that meet the labour market and economic development needs of the Acadian and francophone community through the NSOI Immigration Settlement Funding Program and the Labour Market Agreement Funding Program, and the pilot project with Fédération acadienne de la Nouvelle-Écosse (FANE).	2. Three projects were conducted in support of community immigration-related initiatives, one funded by the Immigration Settlement Funding Program (in collaboration with FANE) and two others funded by LMA (in collaboration with Université Sainte-Anne and CDENE).

Objectives	Expected Results: 2009–2013 French-language Services Strategic Plan	Goals and Objectives 2012–2013	Planned Measures 2012–2013	Progress in Reaching Goals and Objectives for 2012–2013
			3. Continue work with the Fédération des femmes acadiennes de la Nouvelle-Écosse (FFANE) in addressing violence against women in Nova Scotia (i.e., Status of Women's work with the Domestic Violence Action Plan Implementation Committee).	3. Status of Women continues to engage FFANE to address violence against women in Nova Scotia. For 2012–2013, FFANE, through the Domestic Violence Action Plan, was a partner in hosting the annual provincial Crime Prevention symposium with the theme of addressing domestic violence in Nova Scotia.
	3.2 School Community Centres Acadian and francophone school community centres offer services and programs to the Acadian and francophone community.	To explore opportunities to address French-language community needs.	Maintain ongoing dialogue and nurture relationships with Acadian and francophone community organizations to identify needs and priorities	Adult Education Division funded a number of French-language family literacy projects this year in collaboration with school community centres around the province associated with the CSAP. Other family literacy programs delivered by Équipe alphabetisation engaged staff and resources of the francophone provincial early childhood resource centre (Centre provincial de ressources pédagogiques (CPRP)) and La Pirouette, a family resource centre with locations in Clare, Argyle, Isle Madame and Halifax. All of these projects address a need for high quality programs and resources in French in Acadian regions as well as promote collaboration between community partners. In 2012-2013, Status of Women released youth anti-trafficking materials in French and English as part of the province's effort to raise awareness in Nova Scotia schools about human trafficking and violence against women.

Table 3: Goals, Objectives, and Measures for 2013–2014
Labour and Advanced Education, the Office of Immigration and the Advisory Council on the Status of Women

Goals, objectives, and measures for French-language services development and delivery are presented according to the specific objectives identified in the Nova Scotia Strategic Plan for French-language Services for 2013–2018 (available from Acadian Affairs).

Objectives	Expected Results: 2013–2018 French-language Services Strategic Plan	Department Goals and Objectives 2013–2014	Planned Measures to be Undertaken 2013–2014
Objective 1 – Leadership and policy direction Champion and support the policy development, planning, and administrative frameworks for the implementation of the French-language Services Act and Regulations.	**1.1 Championing French-language Services** Designated public institutions: Have fostered a positive environment where French-language services are encouraged, expected, respected, and valued; Are aware of their obligations relating to French-language services and have fulfilled their obligations pursuant to the French-language Services Act and Regulations; and Have a vision for ensuring progress and have integrated French-language services into departmental policies, programs and service delivery. **1.2 Policy, planning, and administration frameworks** Designated public institutions are supported in meeting their obligations pursuant to the French-language Services Act and Regulations through programs and services from Acadian Affairs and other central support units. Acadian Affairs supports the Minister responsible for the French-language Services Act in fulfilling obligations pursuant to the French-language Services Act and Regulations. The French-languages Services Coordination Committee assists and advises the Minister of Acadian Affairs on the implementation of the French-language Services Act.	To actively support and promote the development of FLS within LAE in cooperation with Acadian Affairs.	The 2013–2014 FLS plan is published and posted on the LAE website and intranet sites. The FLS coordinator provides active representation of LAE on the FLS coordinating committee (FLSCC). The Deputy Minister along with LAE's senior management team are aware of our obligations relating to FLS and champion FLS within our department. The Deputy Minister meets periodically with the FLS coordinator to see how FLS can be integrated into departmental policies and programs, and to support implementation of the plan.

Objectives	Expected Results: 2013–2018 French-language Services Strategic Plan	Department Goals and Objectives 2013–2014	Planned Measures to be Undertaken 2013–2014
Objective 2 – Availability and accessibility of French-language services Increase the prevalence and awareness of French-language services through active offer, communications, printed and electronic material, and increased French-language capacity of public servants.	**2.1 Active offer and communications with the public** Government provides French-language communications in a consistent manner. The Acadian and Francophone community is informed of services in French available to them and of the approach being taken by the government to provide French-language services. Designated public institutions embrace and promote an "active offer" of services in French and the Acadian and francophone community makes use of these services. The French language and French-language services are visible in public areas of government spaces due to the use of French or bilingual signage and other methods.	To increase the prevalence and awareness of FLS through active offer, communications, printed and electronic material, and increased French-language capacity of public servants.	The ***Bonjour!*** program is used to indicate where FLS are available. The ***Bonjour!*** logo is included on the department websites and is used to direct to French-language content. The ***Bonjour!*** sign as well as the bilingual provincial logo are posted at the front entrance on offices indicating where French services are offered. The FLS coordinator provides LAE staff with information on French-language training. The FLS coordinator distributes ***Bonjour!*** Materials to French-speaking staff as well as contacts employees who have taken French-language training. French-speaking staff are identified and are utilized for service delivery in French. An increasing number of programs are available for application in French in LaMPSS. Pension Regulation Division plans to process applications submitted in French, and make the form Financial Hardship Unlocking available in French. Staff members of LAE who provide FLS regularly conduct information sessions in French to stakeholders and partners in the Acadian/francophone community about the department's programs and services. Ad campaigns to promote LAE programs and activities and press releases are posted in French in the francophone media. Divisions are encouraged to nominate employees for the ***Bonjour!*** Award of Excellence in French-language Services.

Objectives	Expected Results: 2013–2018 French-language Services Strategic Plan	Department Goals and Objectives 2013–2014	Planned Measures to be Undertaken 2013–2014
	2.2 Information materials: printed or electronic The Acadian and francophone community has access to bilingual or French-language information, in printed or electronic formats. Government websites have new French-language content and are easy to navigate by French-speaking users because a consistent approach is being followed.	To ensure that information material created by the department, in print and electronic formats, is increasingly made available in French.	Divisions of LAE seek out translation services. Many divisions make printed and electronic documents available in both languages and some (ENS) strive to have all program and training materials available in both languages. All new programs and related documentation offered by LAE will be available in both languages. The website of LAE has French-language content and is easy to navigate by French-language users. Several divisions have committed to maintain French web pages and increase the amount of French content accessed via the ***Bonjour!*** button, including links to programs, documents/ guidelines, tools and resources, and contact information for bilingual staff.
	2.3 Human Resources Government human resources professionals and managers are aware of government's commitment to providing French-language services and they consider requirements for French-speaking employees in recruitment and training activities. The capacity of the Public Service to provide services in French has increased, through recruitment, training, and supports of French-speaking or bilingual employees. Public servants are knowledgeable about the approach being taken by the government to provide French-language services. They are aware of the obligations relating to communicating, delivering and promoting French-language services, and of cultural issues pertaining to the Acadian and Francophone community.	To increase awareness of the Acadian/ francophone community amongst LAE senior management and staff. To ensure that HR and senior management are aware of our obligations under the FLS Act and Regulations with respect to improving capacity of HR to deliver FLS.	The FLS coordinator promotes staff awareness of the Acadian/francophone cultural identity and our obligations under the FLS Act and Regulations by providing information on workshops such as Acadie at a Glance and causeries-midi (Lunch and Learn sessions) at Acadian Affairs. The Deputy Minister meets with the FLS coordinator re: HR policies, to see how the department's capacity in FLS could be improved through hiring, training or, if necessary, contracting bilingual staff to provide FLS. Senior management and the Deputy minister are supportive of requests for French-language training where these requests are supported by operational requirements. The FLS coordinator notifies staff of French-language training available to provincial government employees. New positions will specify French-language skills as an asset in positions working with the Acadian and francophone community. Information on FLS and the LAE FLS Plans are included in information sessions provided to senior management and to new and existing staff. A survey will be conducted to identify French-language speaking staff.

Objectives	Expected Results: 2013–2018 French-language Services Strategic Plan	Department Goals and Objectives 2013–2014	Planned Measures to be Undertaken 2013–2014
Objective 3 – Community engagement and outreach Engage the Acadian and francophone community and provide services which support its development and growth.	**3.1 Public Engagement** Designated public institutions have engaged the Acadian and Francophone community and are aware of its needs. French-speaking Nova Scotians are provided with the opportunity to participate in government consultations in French.	To develop and maintain relationships with Acadian and francophone community stakeholders. To increase the availability of French-language services during consultations.	LAE staff continue to actively participate in the Acadian Employability Table, which advises LAE on labour market concerns and requirements of the Acadian/francophone community. LAE maintains close relationships with its service delivery partners in the Acadian/francophone community, e.g., Conseil communautaire du Grand Havre, Conseil de développement économique de la Nouvelle-Écosse, Université Sainte-Anne, Équipe d'alphabétisation Nouvelle-Écosse, Fédération des parents acadiens de la Nouvelle-Écosse, etc. These relationships provide ongoing opportunities for feedback/consultation on policies, programs and services of interest to the Acadian/ francophone community. Several Chairs or Deputy Chairs of boards can conduct hearings in French. Applicants or witnesses can obtain the services of a French interpreter, free of charge. The Conciliation and Labour Tribunals Division has an agreement in place with New Brunswick for conciliation in French where workplace parties request it. LAE staff continue to meet with the Fédération acadienne de la Nouvelle-Écosse on priorities and opportunities to improve FLS. Status of Women continues its gender and diversity (GBA+) work in government initiatives, including supporting the department's consultation and engagement initiatives to ensure diversity such as language and culture are included in these processes. ENS ensures that the consultation report on the Transformation initiative will be available in French and English. Concerns expressed by Acadian and francophone stakeholders are discussed in this report. Divisions seek to ensure that French-language services (communications/reports, bilingual staff, the ability to provide oral and written feedback in French) are increasingly available for consultations.

Objectives	Expected Results: 2013–2018 French-language Services Strategic Plan	Department Goals and Objectives 2013–2014	Planned Measures to be Undertaken 2013–2014
	3.2 Agencies, Boards and Commissions Acadians and francophones are aware of opportunities to participate on government Agencies, Boards and Commissions, and have submitted nominations.	To increase opportunities for Acadian and francophone representation in Agencies, Boards and Commissions managed by LAE.	Continue to work with the Executive Council Office, which has the primary responsibility for recruiting members of the public to government agencies, boards, and commissions, and regularly advertises current opportunities, in both French and English. For more information, visit www.gov.ns.ca/exec_council/abc. The Advisory Council on the Status of Women encourages Nova Scotian women of diversity to apply for membership on the Advisory Council. This includes all forms of diversity, including language and cultural diversity.
	3.3 Complaints process The Acadian and francophone community is aware of the complaints process for government services.	To provide information and opportunities for the public to submit feedback on LAE programs and services in French.	Bilingual staff located around the province provide continuous feedback to the department on level of satisfaction with French-language programs and services. Public consultations and the LAE website provide additional opportunities to provide feedback (i.e., by providing information to "contact us"). Complaints and comments submitted in French will be reviewed by bilingual staff and replied to in French. Complainants who are not satisfied upon completion of the internal complaint process may be referred to the Nova Scotia Office of the Ombudsman.

Objectives	Expected Results: 2013–2018 French-language Services Strategic Plan	Department Goals and Objectives 2013–2014	Planned Measures to be Undertaken 2013–2014
	3.4 Community development and growth The development and vitality of the Acadian and Francophone community is enhanced by the delivery of French-language services.	To support community, cultural, and economic initiatives that meet the need of the Acadian and francophone community.	Fund programs that contribute to skill development and employability of francophone adults, and contribute to cultural and economic vitality of the Acadian/francophone community. Support community immigration-related initiatives that meet the labour market and economic development needs of the Acadian and francophone community through the NSOI Immigration Settlement Funding Program and the Labour Market Agreement Funding Program. Continue work with the Fédération des femmes acadiennes de la Nouvelle-Écosse (FFANE) in addressing violence against women in Nova Scotia (i.e., Status of Women's work with the Domestic Violence Action Plan Implementation Committee). Support French-language family literacy projects, which address the need for high-quality family literacy programs and resources in French in Acadian regions, as well as promote collaboration between community partners (EANE, FPANE, CPRP, La Pirouette, CSAP and francophone school-community centres).